## California State Transportation Agency Secretary Brian Kelly Department of Motor Vehicle Roseville Office Opening Ceremony Wednesday, July 31, 2013 8:00 a.m. Remarks As Delivered

I am honored and pleased to be here today and happy to celebrate the grand opening of this brand new DMV office in the city of Roseville. I took a quick tour of the facility before the ceremony and I think you are all going to be very impressed and the community will be well served by this facility.

I want to make some general comments about the department and the direction it is going. I have spent about 20 years now in public service, working first in the legislature and the last year and a half in the executive branch. I have a developed a great respect for the men and women of this state who choose to serve their communities. I'd like to spend a moment acknowledging the tremendous work that's done every day by DMV workers:

- Last month, DMV workers helped nearly 1.5 million customers across California.
- Nearly 90 percent of customers who had an appointment were served at DMV offices within 15 minutes. Imagine that:
   15 minutes you are in and out of the DMV office. This is not

your mother's DMV! Today's DMV is definitely a better DMV. And numbers like that really reflect that.

 At this location, 23 employees will serve nearly 130,000 customers per year.

I know gratitude can be hard to come by for state workers today. There is a real tendency in hard times to forget the work they do and to dismiss public service sometimes as "bureaucracy." But I look at the DMV and the time I have had to work with Jean Shiomoto and her predecessor and I see a different and far more inspiring reality in the work you all do.

Last year, nearly 12 million DMV transactions were conducted online. DMV also offers mobile applications for smart phones, instructive Youtube videos and rapid response through Facebook and Twitter.

DMV is also working hard to protect the environment in its operations. This office will join a growing list of now 14 Gold and Silver LEED-certified buildings across California utilizing efficient lighting, renewable energy and lower water consumption.

All of this focus on improved customer service and better facilities, like this new office in Roseville, is the result of sound strategic planning at the DMV over the course of many years. It doesn't happen overnight it happens with sustained effort.

I commend the DMV leadership—Jean Shiomoto and her entire team—for the sustained focus on customer service and efficient operations. That focus is clearly making a difference at the DMV and its interactions with the public. This office is the latest iteration of that service.

This is a great day for California and a great day for the DMV and I thank you all for your hard work and congratulate this entire team. Thank you.